

## ABSTRACT

A programmable telephone system includes a guestroom telephone, where each guestroom telephone includes at least one speed-dial key, a memory corresponding to the at least one speed key for storing data corresponding to speed-dial telephone numbers, a controller and a call recognition circuit. The system further includes a computer remotely located from the guestroom telephone where the computer is configured to automatically place a call to the guestroom telephone and establish communication therewith. The communication is established when the call recognition circuit determines that the call has not been answered based on a predetermined criteria. The computer is configured to transmit the speed-dial data to the guestroom telephone during the communication such that the controller programs the guestroom telephone with the data corresponding to the received speed-dial data.